



IT Support Engineer

Are you passionate about games?

We love games, so we make games people love to play! Since 2009, PikPok has been making quality mobile games for the whole world to enjoy.

We focus on engaging and delighting players with high quality art, intuitive gameplay and rewarding in-game experiences.

Our team is based in Wellington, NZ, and is made up of talented folk from all over the globe.

We've released successful original games including Rival Stars® Horse Racing, Agent Intercept™, Into the Dead® 2, Flick Kick® Football Legends and Shatter™. We also work with top-notch partners to create fun, entertaining games that are enjoyed across the globe.

PikPok values the contributions of people with diverse backgrounds, experiences, skills, and perspectives. We want our games to reflect the diversity of the people playing them now and in the future. People with curiosity, a sense of ownership, and who actively collaborate will fit well with our values.

In return, we commit to being an employer who balances fun and delivery. We pride ourselves in providing a work environment where it is safe to be yourself. Our teams enjoy the satisfaction that comes from creating success and joy, entertaining the world, and working together.

PikPok is dedicated to delivering exceptional player experiences. If you have the same drive to support the delivery of quality of service to our customers, then you might just be the **IT Support Engineer**, we're looking for!

We're PikPok, and we make games!

About the role

PikPok wants to create success and joy through entertaining the world by working together.

The IT Support Engineer will use their knowledge & skills in software development, systems administration and IT support to aid the product development teams in delivering world class solutions to a global audience. They will deliver quality & timely solutions to support the internal operations of PikPok and also externally to our millions of customers.

Live the PikPok values

- **Be Curious** - Be interested in everything. Ask questions often. Seek to understand our players, their motivations and behaviours. Frequently challenge your own ideas and positions. Understand that everyone has something to teach and learn. Bring a level of enthusiasm and passion to your work.
- **Take Ownership** - Don't procrastinate. Be willing to make a commitment and own any subsequent successes and failures. Have the maturity to learn from mistakes and be hungry for feedback. Understand that quality is everyone's business and push yourself and others to own the delivery of quality. Be reliable, with a willingness to take a feature (or similar) and own it, including driving it, ensuring it is completed, looping in others, updating artifacts, and more.
- **Collaborate Well** - Have a willingness to collaborate with others and think beyond yourself. Have the ability and willingness to actively listen to others and see their side of the issue. Be willing to take advice without being defensive and to separate work critique from personal critique. Understand the common purpose, support and nurture colleagues. Work toward the benefit of the company and project. Be respectful. Be understanding. Be kind.

Stakeholders and key relationships

- Internal
 - Infrastructure Manager.
 - People and Culture Director.
 - Facilities Manager.
 - Chief Technology Officer.

Responsibilities

1. Provide technical services for PikPok including but not limited to:
 - Maintaining, upgrading, and development of company intranet and web sites.
 - Development and operational support of our online analytics and services platforms.
 - Programming, scripting and design work on support systems, research projects development libraries, and internal/external tools.
 - Maintaining company servers, services and networks.
 - Setup and configuration of computer hardware.
 - Loading and configuration of software packages.
 - Troubleshooting when hardware/software issues arise.
 - Producing design, development, process, and technical documentation as required.
 - Performing testing and quality assurance and associated work.
2. Provide other services for PikPok including but not limited to:
 - Office planning and reorganisation, cabling, 3rd party service liaison and other administrative tasks as required.
3. Undertake projects as requested by line manager.
4. PikPok's priority is the health and safety of all those around us. Our people are encouraged to work together to provide a safe environment for all by:
 - Ensuring that health and safety procedures are understood and adhered to.
 - Ensuring all identified hazards are reported to HR@pikpok.com within five working days.
 - Reporting all accidents, incidents or near misses to HR@pikpok.com within two working days.
 - Participating in Health & Safety training as required.
 - Taking responsibility for personal Health & Safety behaviour in the workplace.
 - Completing any requests to support H&S correction activity in and for the Studio.
 - Actively supporting Health and Safety initiatives in the Studio.

Experience and attributes

Required Technical Skills

- Tertiary qualified – e.g. Comp Sci Graduate or equivalent.
- 2+ years commercial experience.
- Solid understanding of networking fundamentals.
- Ability to communicate effectively from both a technical and operational standpoint.
- Systems administration experience on Linux, Mac and Windows operating systems (if only two, willingness to learn the third).
- Familiarity with the command line / scripting languages e.g Python.

Desirable Technical Skills

- SQL, MySQL, PostgreSQL configuration, database design and optimisation.
- Familiarity with cloud-based technologies such as Amazon Web Services, Azure or a willingness to learn.
- Familiarity with modern web development practices. (HTML5, CSS3, responsive layouts).
- Virtualisation (Proxmox, VMware).
- Software development experience.

Managerial and People Skills

- Ability to co-ordinate and communicate with other staff to achieve company goals and objectives.
- Task management and planning skills.
- Willing to take initiative when required and proactively troubleshoot issues.
- Ability to handle sensitive/confidential issues.
- Strong commitment to PikPok's long term objectives.
- Strong drive to achieving quality output and outcomes.
- Ability to produce quality product within tight deadlines.
- Able to communicate effectively with a range of management levels.
- Excellent interpersonal and communication skills.

To Apply:

- Please send your application to careers@pikpok.com
- Closing date for applications – 04 February 2022.